

## **Appendix 41f ■ Social Work Care Manager Training and Development Pathway**

	<b>Core Competencies</b>	<b>Suggested Courses/ Workshops*</b>	<b>Suggested Time Frames for Completion after Employment</b>
1.	Ability to conduct in-depth assessments and reassessments covering psychosocial issues and rehabilitation.	<ul style="list-style-type: none"> <li>■ Geriatric assessment</li> <li>■ Risk management</li> </ul>	Six months
2.	Ability to evaluate the client as a total person and identify the functional limitations that impede independently living.	<ul style="list-style-type: none"> <li>■ Geriatric assessment</li> <li>■ Risk management</li> </ul>	Six months
3.	Good written and verbal communication skills.	<ul style="list-style-type: none"> <li>■ Written communication</li> <li>■ Teaching strategies</li> <li>■ Teamwork</li> </ul>	Six months
4.	Negotiation skills with ability to advocate on behalf of the client.	<ul style="list-style-type: none"> <li>■ Problem solving</li> <li>■ Case management</li> </ul>	Four months
5.	Collaboration skills including consultation with health professionals, team members, client, family, and community contacts.	<ul style="list-style-type: none"> <li>■ Conflict resolution</li> </ul>	Four months
6.	Ability to develop care plans which address client's needs.	<ul style="list-style-type: none"> <li>■ Care management</li> </ul>	Four months
7.	Ability to evaluate, monitor, and determine unmet needs of client.	<ul style="list-style-type: none"> <li>■ Care management</li> <li>■ Risk management</li> </ul>	Four months
8.	Ability to identify and develop support systems for the client.	<ul style="list-style-type: none"> <li>■ Community outreach and networking</li> </ul>	Four months
9.	Knowledge of community resources and services available to clients, and ability to access those resources effectively.	<ul style="list-style-type: none"> <li>■ Community outreach and networking</li> </ul>	Ongoing
10.	Ability to apply critical thinking/problem solving techniques.	<ul style="list-style-type: none"> <li>■ Problem solving</li> <li>■ Project resolution</li> </ul>	Four months

\*Courses in appropriate subjects may be available on-line as well as through conferences, seminars, and traditional community resources.